GODDARD SPACE FLIGHT CENTER.

MISSION TO PLANET EARTH, CODE 170

SEIMSS REPORT NO. TM-170-94-026

MANAGEMENT INFORMATION SYSTEM DESCRIPTION AND USER GUIDE VERSION 2.0

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1.0 INTRODUCTION

This users reference guide describes the Mission to Planet Earth (MTPE) Management Information System (MIS) and provides an overall perspective of the organization, operational capabilities and available services that support the MTPE activities. The information contained within this guide is provided to support the MTPE MIS user community in the proper care, handling, and use of MTPE MIS provided resources.

A Help Desk is available to provide a single point of contact to the MTPE MIS user community for any computing problems, questions, or support requests. The MTPE Help Desk can be reached at (301)286-2490 or (301) 286-7823. All workstation, PC, network communication problems and questions should be directed to the Help Desk. Other questions or concerns should be directed to the MTPE MIS Office (James Head, (301) 286-2467).
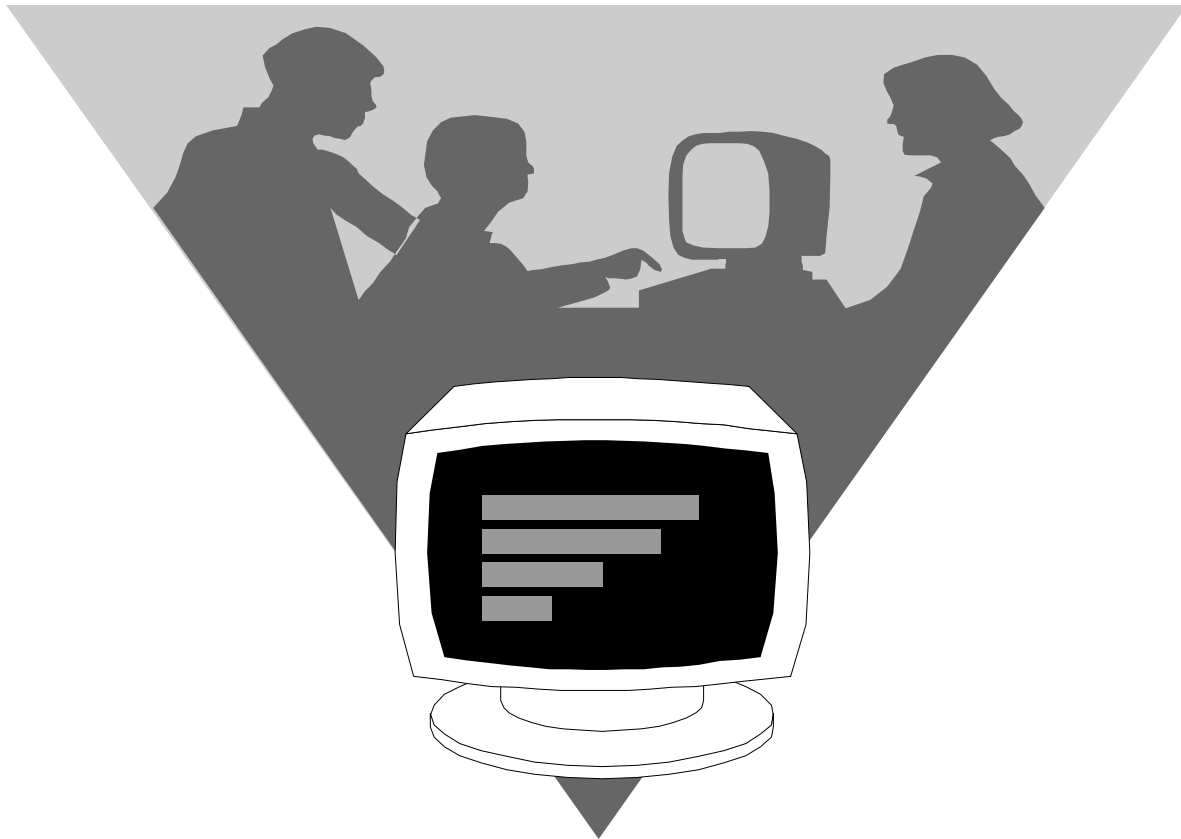
2.0 MTPE MIS MENU SYSTEM

2.1 OVERVIEW

The principle element of the MTPE MIS user interface is the menu system.   MIS applications, and many software application packages, are directly available to the user through the menu system. The menu system is installed on DOS workstations and is tailored to the applications and unique requirements of the individual user or user work group. The menu system is not available on Macintosh or UNIX workstations.

2.2 MENU SYSTEM STRUCTURE

The MTPE MIS Main Menu , displayed in Figure 2-1, appears when the workstation is turned on or when a specific application has been completed. Pressing 0 then Enter, will also display the Main Menu. The OPTION? prompt at the bottom of the menu screen is a

DOS prompt . This prompt allows any DOS commands to be executed from within the menu system.

```
C:\EOSMAIN                                              Tue 02-15-1994

                    NASA'S MISSION TO PLANET EARTH


                         M T P E

                              E A R T H
                         O B S E R V I N G
                          S Y S T E M

Microsoft LAN Manager 2.1a                MTPE Mgmt Information System

     1>  PC Applications Menu        5>  Public Folders
     2>  LAN Applications Menu       6>  DOS Help Utilities
     3>  CC:MAIL (E-Mail)            7>  PC Utilities
     4>  GSFCMail (E-Mail)           8>  Printer Options Menu

Help Desk 286-2490          MAIN MENU          EER Systems Corporation
    OPTION?
```
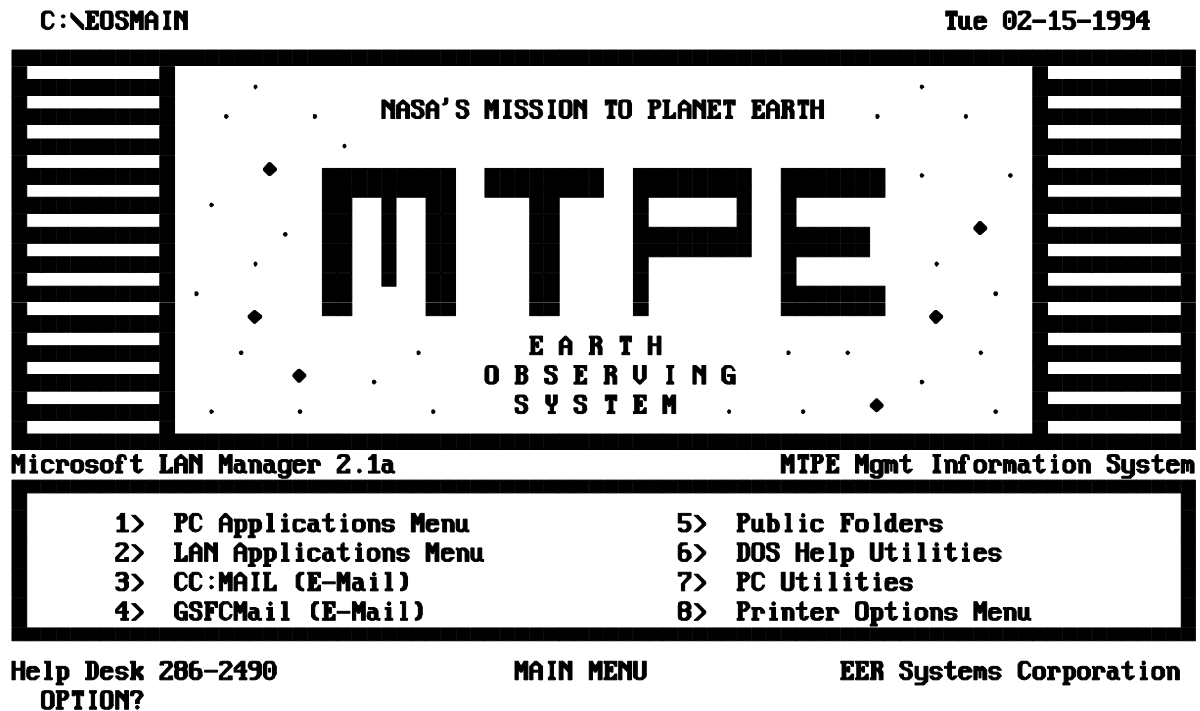
Enter Numerical Selection at the OPTION? Prompt and Press Return

FIGURE 2-1: MTPE MIS MAIN MENU

2 - 1

Figure 2-2 illustrates the options structure of the menu system. This figure displays the general categories of applications which are available to the user.

MTPE MIS MAIN MENU

PC Applications Menu

LAN Applications Menu

- MTPE Data Base Systems Menu
- Status Review Package (SRP)
- Performance Analyzer
- Natural Connection
- Word for Word

- Public Domain Menu
- 1-2-3 Spreadsheets Menu
- 1-2-3 Instruments Spreadsheets Menu

cc:Mail (E-Mail)

GSFCMail (E-Mail)

Public Folders Menu

- MTPE Public Folder
- 400 Directorate Public Folder

DOS Help Utilities

PC Utilities

Printer Options Menu

- Building Printers
- Building Printers
- Local Printers
- Building Plotters

FIGURE 2-2: MTPE MIS MENU OPTIONS STRUCTURE

3.0 MTPE MIS APPLICATIONS AND SOFTWARE OPTIONS

3.1 PC APPLICATIONS

When the PC workstation is turned on, or rebooted, the workstation will respond with the MTPE MIS Main Menu. The first selection available to the user is "PC APPLICATIONS". When the user makes this selection, the system will respond with another menu that displays a list of the various software application packages that are installed on the user's workstation

A typical menu for PC Application Software is illustrated in Figure 3-1. Some variations of this menu will appear, but, in general, the selection includes a word processing application (e.g., Word Perfect), a communications package (e.g., CrossTalk), and a spreadsheet application (e.g., Lotus 1-2-3). Selecting an option from this menu will execute the desired application program. Exiting from the application program will return the user to the PC Applications Menu.

```
C:\EOSMAIN\EOSPC                                            Tue 02-15-1994

              MTPE MIS
              PC  APPLICATIONS
  ┌────────────────────────────────────────────────────────────┐
  │                                                              │
  │                                                              │
  │              1>   Crosstalk                                  │
  │                                                              │
  │              2>   Windows 3.1                                │
  │                                                              │
  │              3>   Lotus 1-2-3                                │
  │                                                              │
  │              4>   Word Perfect                               │
  │ 0>  Return to MTPE MIS MAIN MENU              Menu Level 2   │
  └────────────────────────────────────────────────────────────┘
 MTPE MIS Help Desk  286-2490              EER Systems Corporation


   OPTION?
```
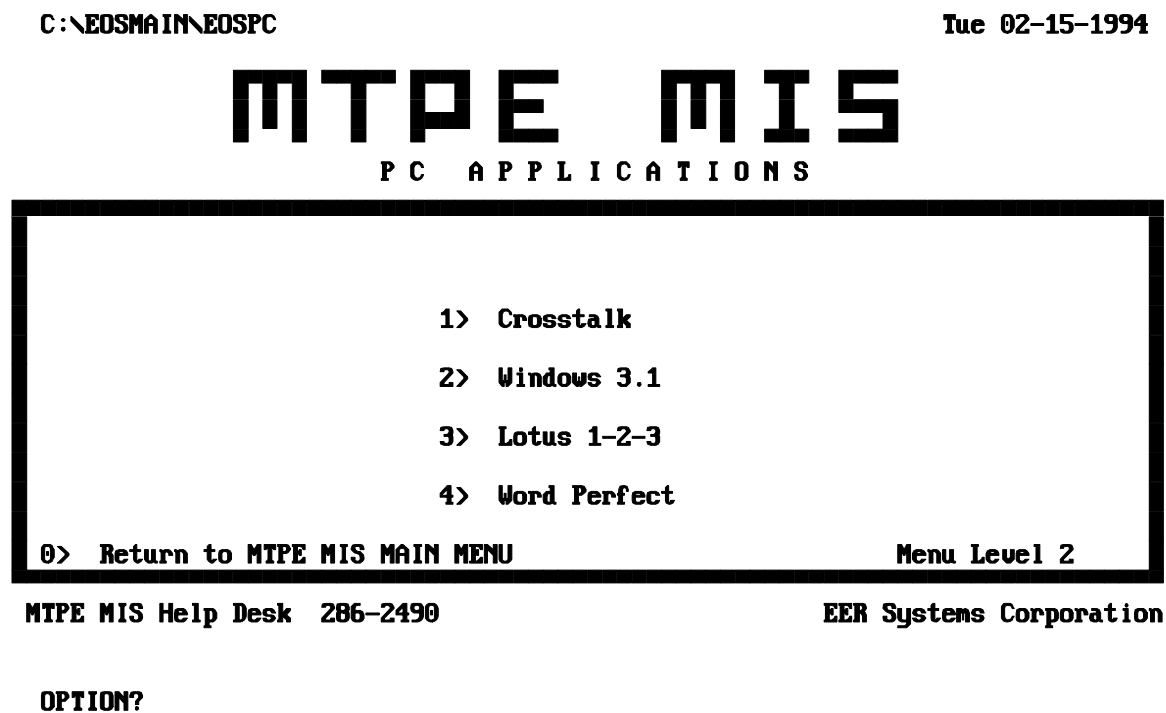
FIGURE 3-1: PC APPLICATIONS MENU

3.1.1 SUPPORTED DOS SOFTWARE APPLICATIONS

-- DOS 5.X,6.X	-- WINDOWS 3.1/WORKGROUP
3.11	
-- CROSSTALK	-- LAN MANAGER 2.0/2.2 CLIENT
-- MICROSOFT WORD	-- WORD PERFECT
-- cc:Mail	-- DBASE III/IV
-- GSFCMAIL	-- CLIPPER DBMS
-- WORD for WORD	-- FOXPRO DBMS
--.PERFORMANCE ANALYZER	

3.1.2 SUPPORTED WINDOWS/ WORKGROUPS SOFTWARE APPLICATIONS

-- MICROSOFT WORD	-- STATUS REVIEW PACKAGE
-- MICROSOFT EXCEL	-- FOXPRO DBMS
-- CC:MAIL	-- POWERPOINT
-- LOTUS 1-2-3	-- WORD PERFECT
-- CROSSTALK	

3.1.3 SUPPORTED MACINTOSH SOFTWARE APPLICATIONS

-- SYSTEM 6.X,7.X	-- POWERPOINT
-- MICROSOFT WORD	-- FOXPRO DBMS
-- MICROSOFT EXCEL	-- VERSATERM PRO
-- MacDRAW/PRO	-- CC:MAIL

3.1.4 SUPPORTED UNIX SOFTWARE APPLICATIONS

-- UNIX SOLORIS 1.X,2.X	-- BORNE & C-SHELL
-- INTERLEAF	-- INGRESS
-- X-11	-- MOTIF
-- OPENWINDOWS	-- GOPHER
-- MOSAIC	-- C-LANGUAGE
--TAE/OASIS	-- SENDMAIL/SMTP
-- NFS, NIS/BIND	-- TELNET/FTP

3.2 LAN APPLICATIONS

Option 2 from the MTPE Main Menu will display the LAN Applications Menu as illustrated in Figure 3-2. Selection of one of these options will connect the user to the Local Area Network and execute the chosen application program or display the next menu level.

```
N:\MENU\EOSLAN                                          Tue 02-15-1994

         MTPE MIS
         L A N   A P P L I C A T I O N S

┌─────────────────────────────────────────────────────────────────┐
│                                                                   │
│    1>  MTPE Data Base Systems        6>  PUBLIC DOMAIN Software    │
│                                          (Utilities, Add-ons, Info)│
│    2>  Status Review Package (SRP)                                 │
│                                      7>  1-2-3 Spreadsheets        │
│    3>  Performance Analyzer              (Restricted Option)       │
│                                                                   │
│    4>  Future Use                    8>  1-2-3 Spreadsheets - Instru.│
│                                          (Restricted Option)       │
│    5>  WORD for WORD                                               │
│        (Doc. Conversion Utility)                                  │
│                                                                   │
│   0>  Return to MTPE MIS MAIN MENU                Menu Level 2     │
└─────────────────────────────────────────────────────────────────┘
MTPE MIS Help Desk  286-2490                   EER Systems Corporation

   OPTION?
```
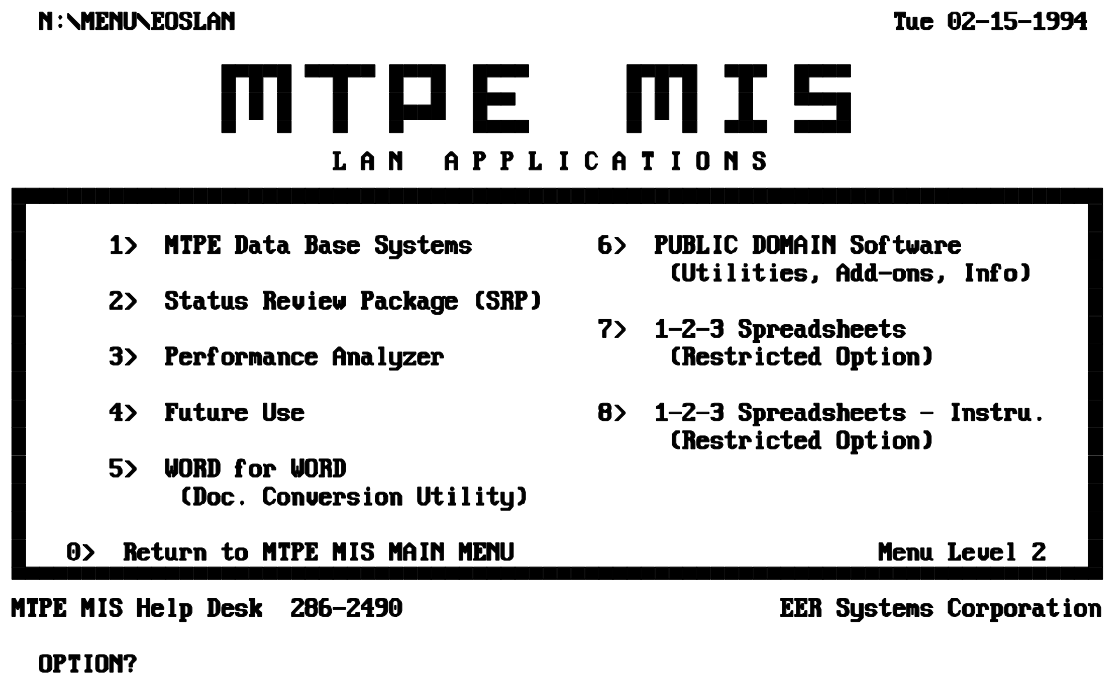
FIGURE 3-2: LAN APPLICATIONS MENU

3.2.1 MTPE DATA BASE SYSTEMS MENU

Option 1 on the MTPE LAN Applications Menu will display the MTPE Data Base Systems Menu as illustrated in Figure 3-3. The user may select the appropriate data base application for further processing. The list of MTPE data base applications will continue to expand as new applications are developed and made available to MTPE users.

```
N:\MENU\EOSDB                                          Tue 02-15-1994


          MTPE MIS
          D A T A   B A S E   S Y S T E M S

   ┌──────────────────────────────────────────────────────────────┐
   │                                                                │
   │        1> Action Items        6> CDRL Tracking                 │
   │                                                                │
   │        2> Travel Systems Menu  7> Contingency Tracking         │
   │                                                                │
   │        3> Library             8> CDRL Tracking (MODIS-N)        │
   │                                                                │
   │        4> Configuration MGMT   9> MIS Tracking                 │
   │                                                                │
   │        5> Personnel          10> GSFC Phone Directory          │
   │                                                                │
   │                                                                │
   │   0>  Return to MTPE MIS MAIN MENU            Menu Level 3      │
   └──────────────────────────────────────────────────────────────┘
MTPE MIS Help Desk  286-2490                   EER Systems Corporation


   OPTION?
```

FIGURE 3-3: MTPE DATA BASE SYSTEMS MENU

The selection of any MTPE data base application will require the identification of an authorized user to the system with the exception of the GSFC Phone Directory Data Base. The user will be prompted to identify himself by name and provide an authorized password before gaining access to these applications. The screen that allows the user to enter this information for verification is illustrated in Figure 3-4. New users can obtain a user ID and password from the MTPE Data Base Administrator, James Head at (301) 286-2467.

3.2.1 MTPE DATA BASE SYSTEMS MENU (CONT'D)
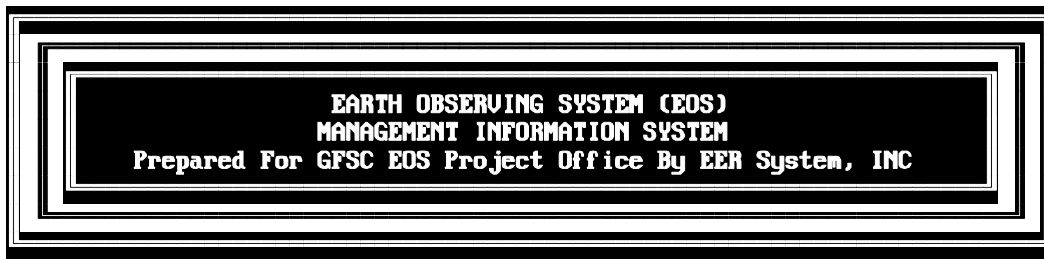
```
╔═══════════════════════════════════════════════════╗
║  ┌─────────────────────────────────────────────┐  ║
║  │          EARTH OBSERVING SYSTEM (EOS)        │  ║
║  │        MANAGEMENT INFORMATION SYSTEM         │  ║
║  │  Prepared For GFSC EOS Project Office By EER System, INC  │  ║
║  └─────────────────────────────────────────────┘  ║
╚═══════════════════════════════════════════════════╝

                     Entry Attempt

                          1


    ┌──────────────────────────────────────────────┐
    │         User ID: >                           │
    └──────────────────────────────────────────────┘


                   * ENTER USER ID *
```

FIGURE 3-4: MTPE MIS USER ID

3.2.1.1 ACTION ITEM TRACKING

Option 1 on the MTPE Data Base Systems Menu, Figure 3-3,, Figure 3-3, is the
Action Item Tracking Data Base. The Action Item Tracking Data Base is a program
that tracks project assigned action items and provides appropriate status reports.

3.2.1.2 TRAVEL SYSTEM MENU

Option 2 on the MTPE Data Base Systems Menu, Figure 3-3, will display the Travel
System Menu as illustrated in Figure 3-5. The Travel System is used to develop the
travel plan, fiscal funding requirements, and to track the fiscal year actuals verses the
fiscal year allocation for each project.

3.2.1 MTPE DATA BASE SYSTEMS MENU (CONT'D)

3.2.1.2 TRAVEL SYSTEM MENU (CONT'D)

```
N:\MENU\EOSTRAV                                          Tue 02-15-1994


              MTPE MIS
              T R A V E L   D A T A   B A S E
┌─────────────────────────────────────────────────────────────────┐
│                                                                   │
│          1>   Travel System - Planned                             │
│                                                                   │
│          2>   Travel System - Actual (FY92)                       │
│                                                                   │
│          3>   Travel System - Actual (FY93)                       │
│                                                                   │
│          4>   Travel System - Actual (FY94)                       │
│                                                                   │
│  0> MTPE MIS Main Menu     R> Return to Data Base Menu   Menu Level 4 │
└─────────────────────────────────────────────────────────────────┘
MTPE MIS Help Desk  286-2490                     EER Systems Corporation


  OPTION?
```

FIGURE 3-5: TRAVEL SYSTEM MENU

3.2.1.2.1 TRAVEL SYSTEM - PLANNED

Option 1, Travel System Planned, is a program that maintains a data base of planned travel information for each person who is required to travel for the MTPE project in the current fiscal year.

3.2.1.2.2 TRAVEL SYSTEM - ACTUAL (FY92)

Option 2, Travel System - Actual (FY92), is a program that maintains a data base of actual travel information for each person who was required to travel for the MTPE project in fiscal year 1992.

3.2.1.2.3 TRAVEL SYSTEM - ACTUAL (FY93)

Option 3, Travel System - Actual (FY93), is a program that maintains a data base of actual travel information for each person who was required to travel for the MTPE project in fiscal year 1993.

3.2.1.2.4 TRAVEL SYSTEM - ACTUAL (FY94)

Option 4, Travel System - Actual (FY94), is a program that maintains a data base of actual travel information for each person who was required to travel for the MTPE project in fiscal year 1994.

3.2.1.3 LIBRARY

Option 3 on the MTPE Data Base Systems Menu, Figure 3-3, is the Library Data Base System. The Library Data Base is used to categorize and track all documentation and drawings stored in the MTPE Library. This data base is available to the MTPE MIS User Community as a read-only system for locating MTPE documents.

3.2.1.4 CONFIGURATION MANAGEMENT (CM)

Option 4 on the MTPE Data Base Systems Menu, Figure 3-3, is the Configuration Management (CM) Data Base. The CM Data Base is designed to identify, report and account for changes to approved baselines which are generated by GSFC and under Project control. The CM Data Base enables Project Management to determine the status of all changes and to take appropriate action to ensure that changes are being implemented as planned.

3.2.1.5 PERSONNEL

Option 5 on the MTPE Data Base Systems Menu, Figure 3-3, is the Personnel Data Base. The Personnel Data Base is a program that will track various personnel activities relating to assignment of new personnel to the MTPE Project. Access to the Personnel Data Base is restricted.
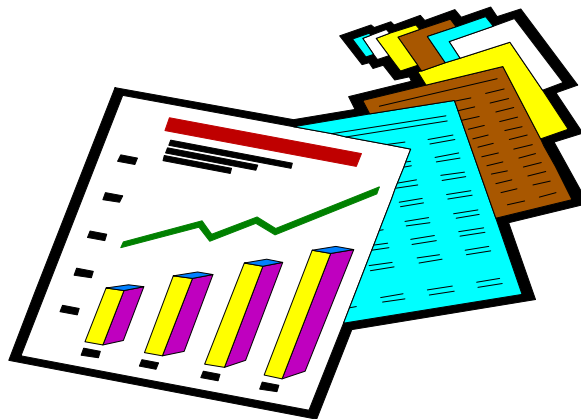
3.2.1 MTPE DATA BASE SYSTEMS MENU (CONT'D)

3.2.1.6 CDRL TRACKING

Option 6 on the MTPE Data Base Systems Menu, Figure 3-3, is the CDRL Tracking Data Base. The CDRL Tracking Data Base is used to track the disposition of Contract Deliverables. The data base is maintained by Data Managers within the Projects and provides read-only access to the MTPE MIS user community.

3.2.1.7 CONTINGENCY TRACKING

Option 7 on the MTPE Data Base Systems Menu, Figure 3-3, is the Contingency Tracking Data Base. The Contingency Tracking Data Base is currently under develop and is not available for production.

3.2.1.8 CDRL TRACKING (MODIS)

Option 8 on the MTPE Data Base Systems Menu, Figure 3-3, is the CDRL Tracking (MODIS) Data Base. The CDRL Tracking (MODIS) Data Base is used to track the disposition of Instrument Contract Deliverables. The data base is maintained by Data Managers within the Projects and provides read-only access to the MTPE MIS user community.

3.2.1.9 MIS TRACKING

Option 9 on the MTPE Data Base Systems Menu, Figure 3-3, is the MIS Tracking Data Base. The MIS Tracking Data Base is used to track user requests, action items, and trouble-tickets for the MTPE MIS Technical Support Staff. Access to the MIS Tracking Data Base is restricted.
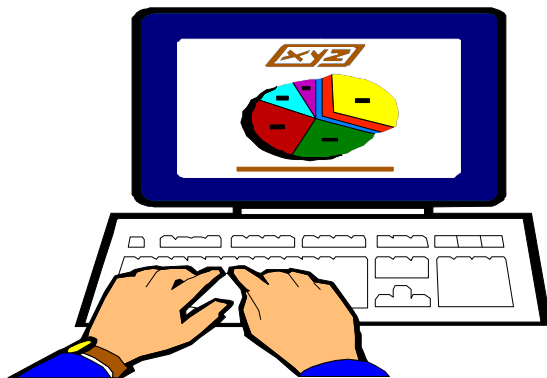
3.2.1 MTPE DATA BASE SYSTEMS MENU (CONT'D)

3.2.1.10 GODDARD PHONE DIRECTORY

Option 10 on the MTPE Data Base Systems Menu, Figure 3-3, will display the
Electronic Phone Listing Menu as displayed in Figure 3-6. Use the arrow keys or the
tab key to highlight a selection and press "Enter". To EXIT the Goddard Phone
Directory, tab to EXIT SYSTEM and press "Enter".

The GSFC Phone directory will be updated periodically and will usually precede the
Goddard published telephone directory. For further information or telephone
assistance, please contact the Goddard operator.

```
      DATE              ELECTRONIC PHONE LISTING MENU           VERSION
                               NASA // GSFC
  February 17, 1994   Developed by Don Dixon & Ed Phillips

          Use Arrow Keys to Highlight Selection and Press <Enter>


          SEARCH CRITERIA                     PRINT CRITERIA
        ┌─────────────────┐               ┌─────────────────┐
        │   All  Records  │               │   Org / Bldg    │
        │   Last  Name    │               │   Last  Name    │
        │   Organization  │               │   Organization  │
        │   Mail  Code    │               │   Mail  Code    │
        │   Building      │               │   Building      │
        └─────────────────┘               └─────────────────┘


                           EXIT SYSTEM


              SEARCH/REVIEW PHONE LIST BY CHOSEN CRITERIA


       Use of this Software is Restricted to NASA/Goddard Space Flight Center
       Employees and Support Personnel.     Contact Code 251 for Information.
```

FIGURE 3-6: GSFC ELECTRONIC PHONE DIRECTORY MENU

3.2.2 STATUS REVIEW PACKAGE (SRP)

The Status Review Package (SRP) was developed to provide the 400 Flight Projects with a common set of graphs and word charts used to compile the PSR, RSR, PRE-MSR, and MSR packages. The SRP was developed to run within Microsoft Windows and requires Microsoft PowerPoint to develop and edit the SRP word charts.

3.2.2.1 SRP CHART MANAGEMENT SYSTEM (CMS)

Option 2 on the MTPE LAN Applications Menu provides access to the Status Review Package (SRP) through the SRP Chart Management System (CMS). The SRP CMS provides a graphical user interface within Windows to easily access, organize, and update the numerous SRP charts associated with the MTPE Program. The SRP CMS provides the capability to generate, store, retrieve, and update charts and graphics used in the PSR, RSR, PRE-MSR, and MSR packages through a single user interface. FIGURE 3-7 displays the introduction screen to the SRP CMS. The Microsoft Windows graphical user interface is displayed in the background. Microsoft Windows and the SRP CMS are invoked automatically when selecting Option 2 - Status Review Package on the MTPE LAN Applications Menu. To continue to the SRP CMS Main Menu, press "Enter" or click on OKAY with the left mouse button.
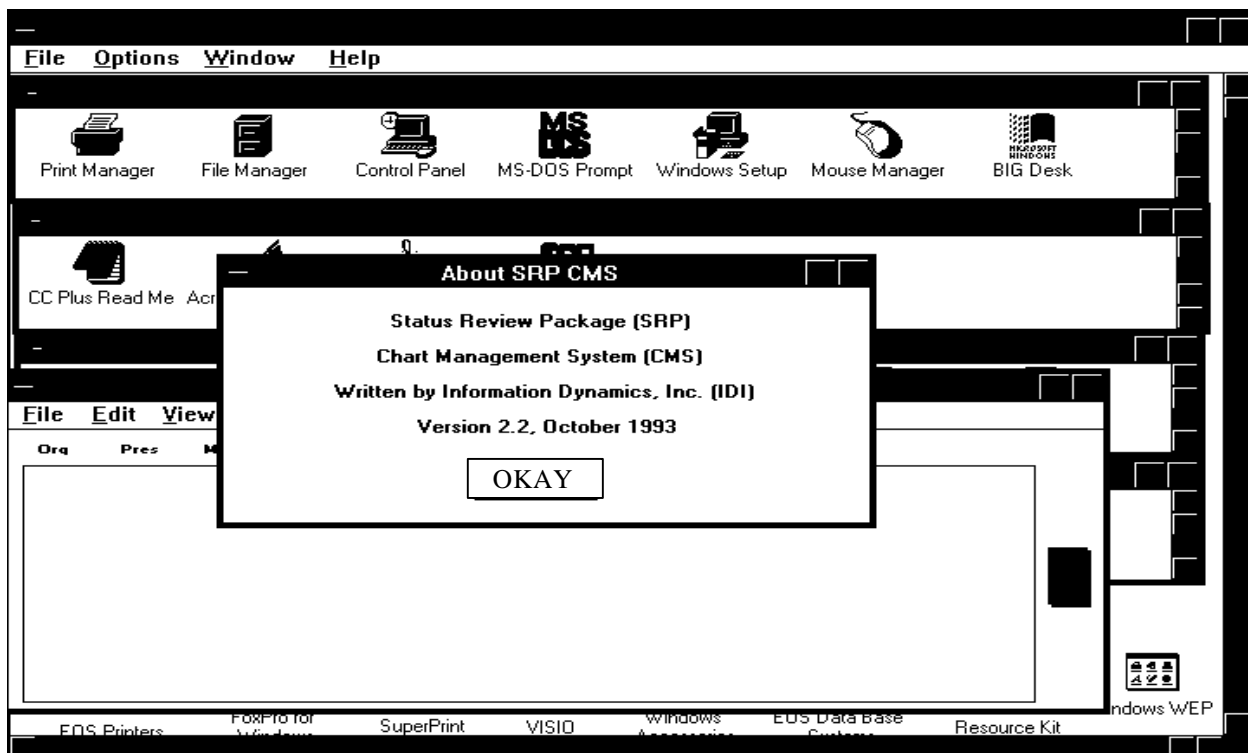
FIGURE 3-7: SRP CMS INTRODUCTION SCREEN

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3.2.2 STATUS REVIEW PACKAGE (SRP) (CONT'D)

3.2.2.1 SRP CHART MANAGEMENT SYSTEM (CMS), (CONT'D)

FIGURE 3-8 displays the SRP Chart Management System menu options. From this menu, the user can select the appropriate Organization, presentation type, Flight, Element within the Flight, etc. by using pull down menus typical to any Windows Application. On-line Help is available by pressing <ALT-H> or clicking on Help at the top left hand corner of the screen with the left mouse button. To exit the SRP CMS, press <ALT-F>, then press <X> to exit or click on FILE then EXIT using the mouse.

FIGURE 3-8: SRP Chart Management System Menu

3.2.2 STATUS REVIEW PACKAGE (SRP) (CONT'D)

3.2.2.2 SRP CMS ON-LINE HELP

The SRP CMS has on-line Help which can be accessed from the SRP CMS by pressing <ALT-H> or using the mouse to click on Help at the top of the screen. FIGURE 3-9 displays the SRP CMS Help screen. Available topics are hightlighted and can be accessed by using the appropriate ALT Key combination or using the mouse to click on the desired information.
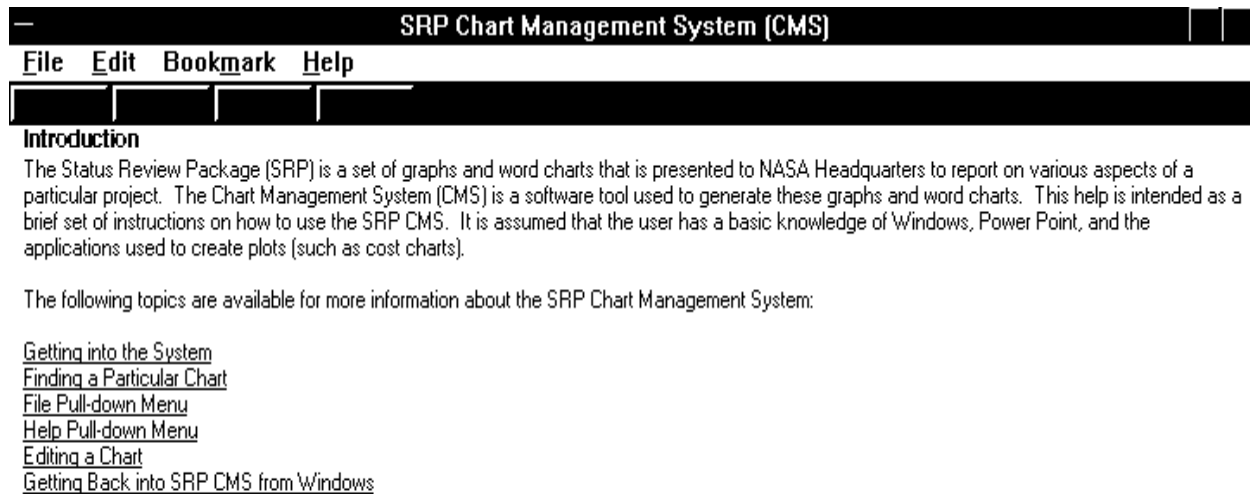
FIGURE 3-9: SRP CMS HELP SCREEN

For additional help on accessing or using the SRP, contact the MTPE MIS Help Desk at (301) 286-2490 or James Head at (301) 286-2467.

3.2.2 STATUS REVIEW PACKAGE (SRP) (CONT'D)

3.2.2.3 SRP CMS SLIDE SHOW

The SRP CMS comes equipped with a Slide Show feature which is envoked when the SRP CMS is initially started. FIGURE 3-10 displays the SRP CMS Slide Show Screen. This screen is open as a separate windows within Microsoft Windows and allows using to group slides and charts together for display or print out. Help on how to use the Slide Show is available in the SRP CMS on-line Help.
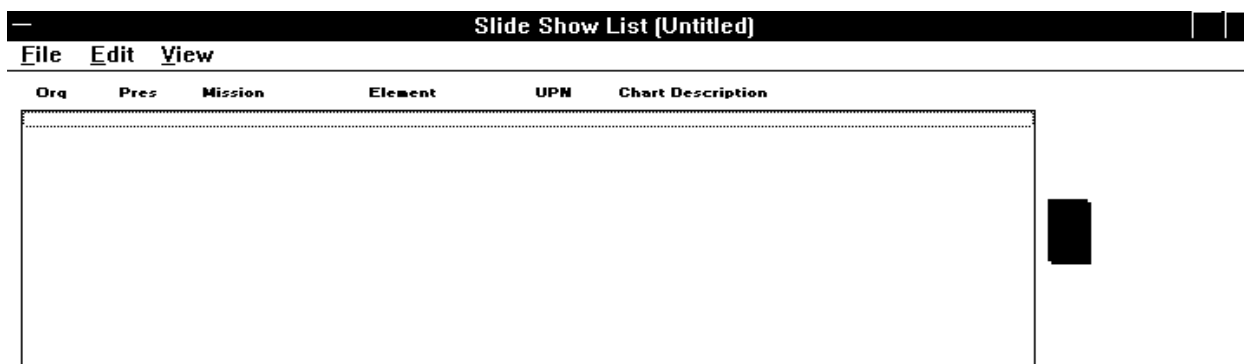
FIGURE 3-10: SRP CMS SLIDE SHOW SCREEN

3.2.3 PERFORMANCE ANALYZER (Restricted Option)

Option 3 on the MTPE LAN Applications Menu provides access to the Performance Analyzer software package. The Performance Analyzer is a Performance Measurement tool used to track Contract status via cost, manpower, and schedule. This option is restricted and is available only to Government Financial Managers and Resource Analysts through approval by the respective Project Office.

3.2.4 NATURAL CONNECTION

Option 4 on the MTPE LAN Applications Menu provides access to the Computer Services Branch (CSB) data base systems through the Natural Connection Software and the Rabbit network gateway on the GSFC Wide Area Network.

3.2.5 WORD FOR WORD

Option 5 on the MTPE LAN Applications Menu provides access to the Word for Word software Package. Word for Word is a document conversion program which operates in DOS. Word for Word converts files between 100 different word processing, spreadsheet, and data formats while retaining the formatting features of the original document. Word for Word supports PC and MAC formats which will allow you to convert PC document files to MAC documents files and vice versa. FIGURE 3-11 displays the Word for Word Main Menu.

```
| File | Options | Source Format | Target Format | Help |      < Begin [F9] >

       ┌──── <F3> - Source Format ────┐      ┌──── <F4> - Target Format ────┐
       └──── WordPerfect 5.1 ─────────┘      └──── MS Word for Windows 2.0 ─┘

       ┌════ Source Directory ════┐          ┌════ Target Directory ════┐
       │ M:                       │          │ M:\*                     │
       ├──────────────────────────┤          ├──────────────────────────┤
       │ \..          SWIFTRES  ↑ │          │ \..          SWIFTRES  ↑ │
       │ \NEWWFW      WFW.CFG     │          │ \NEWWFW      WFW.CFG     │
       │ \OLDWFW      WFW.HLP     │          │ \OLDWFW      WFW.HLP     │
       │ DOCCVR.DOC   WFW1.BAT    │          │ DOCCVR.DOC   WFW1.BAT    │
       │ EXCEPT.LST   WW000000.TMP│          │ EXCEPT.LST   WW000000.TMP│
       │ MODIS        WW000001.TMP│          │ MODIS        WW000001.TMP│
       │ P            WW000002.TMP│          │ P            WW000002.TMP│
       │ SAMPLE       WW000003.TMP│          │ SAMPLE       WW000003.TMP│
       │ SAMPLE.TST   WW000004.TMP↓│          │ SAMPLE.TST   WW000004.TMP↓│
       └═══ <F5> - Change Directory ═══┘      └═══ <F6> - Change Directory ═══┘

       ┌════════════════ Conversion Summary ════════════════┐
       │                                                    │
       │                                                    │
       │                                                    │
       └═══════════ <F7> - Modify List ═════════════════════┘
```
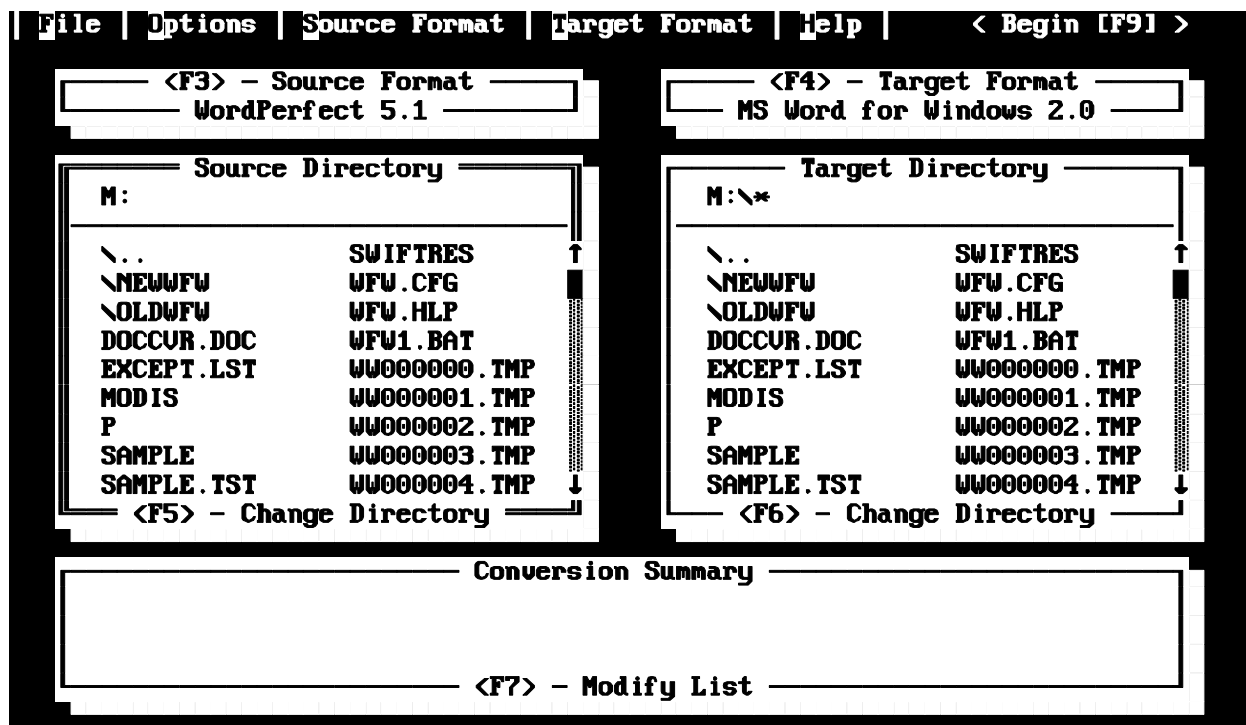
FIGURE 3-11: WORD for WORD MAIN MENU

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3.2.5 WORD FOR WORD (CONT'D)

While using Word For Word, you may press <F1> for on-line help at any point in the
program. Pressing <F1> automatically displays the help information that relates to
your position in the program. You can browse through the Help Index by pressing
<ALT-H> or using the mouse to click on the Help pull-down menu from the Word
for Word Main Menu bar.

For additional help on accessing or using Word for Word, contact the MTPE MIS
Help Desk at (301) 286-2490.

3.2.6 PUBLIC DOMAIN LIBRARY

Option 6 on the MTPE LAN Applications Menu displays the Public Domain Library
Menu as shown in FIGURE 3-12. Option <DDIR> will display a sorted directory of
the files available in the Public Domain Library. Option <DESC> will display
descriptions of programs currently available inthe Public Domain Library. The
Public Domain directory is "Read Only" and cannot be used to execute or unarchive
the Public Domain Software. Users who wish to use the Public Domain Software
must first transfer the software programs to their workstation hard disk or floppy
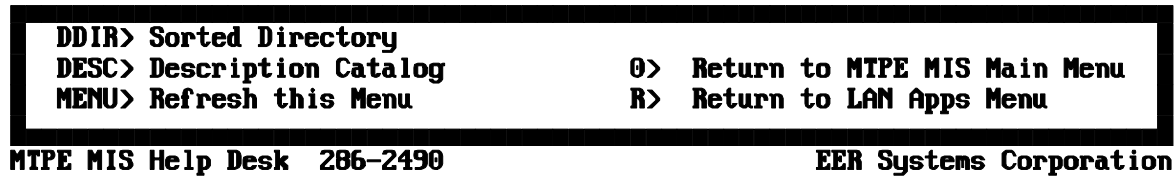diskette drive.

MTPE PUBLIC DOMAIN SOFTWARE LIBRARY

```
 DDIR> Sorted Directory
 DESC> Description Catalog        0>  Return to MTPE MIS Main Menu
 MENU> Refresh this Menu          R>  Return to LAN Apps Menu
```

MTPE MIS Help Desk 286-2490   EER Systems Corporation

OPTION?

FIGURE 3-12: PUBLIC DOMAIN LIBRARY MENU

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3.2.6 PUBLIC DOMAIN LIBRARY (CONT'D)

The Public Domain Library has been established by the MTPE MIS Office for the convenience and benefit of the MTPE MIS user community. All the software in the directory is public domain, has been tested, and may be used, copied, and distributed freely. Since space on the local area network file server disks is limited, only those programs which are deemed to be among the most useful have been selected. The MTPE MIS Office welcomes your comments and any contributions to this software directory.

3.2.6.1 USING .ZIP FILES

Each file which has an extension of .ZIP is actually a collection of files. For example, it is common that the executable command file, support files, and a documentation file have been combined under a single file name. These individual files may be extracted by calling the PKUNZIP.EXE program available in the Public Domain Library. The command structure for extracting .ZIP file is as follows:

 Command?   PKUNZIP FILENAME.ZIP <Enter>

For additional help on extracting .ZIP files, contact the MTPE MIS Help Desk at (301) 286-2490.

3.2.6.2 COPYING PUBLIC DOMAIN SOFTWARE.

Software contained in the Public Domain Software Library can be copied to your
workstation hard disk or floppy diskettes. To copy Public Domain Software, use the
DOS COPY command. This command can be executed at the OPTION? prompt
beneath the Public Domain Software Menu. If you wish to copy Public Domain
Software to your workstation hard disk, it is recommended that you first create a
Public-Domain sub-directory.

For further information on using the DOS COPY command or creating sub-
directories, please consult your DOS manual. If you require further assistance,
please contact the MTPE MIS Help Desk at (301) 286-2490.
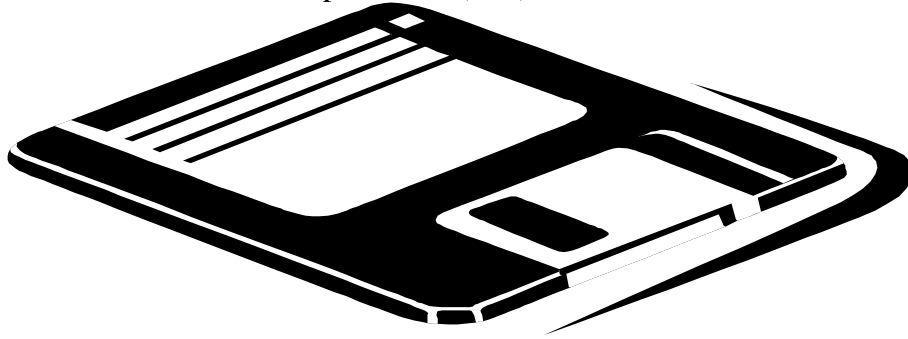
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3.2.7 1-2-3 SPREADSHEETS (RESTRICTED OPTION)

Option 7 on the MTPE LAN Applications Menu provides access to the Lotus 1-2-3
Spreadsheets available as Drive S: on the Local Area Network. This is a restricted
option and requires permission from the respective Project Office for access.
FIGURE 3-13 displays the Lotus 1-2-3 Spreadsheet Directory menu on Drive S.
Option DDIR will display a sorted directory of the 1-2-3 files located in the Drive S:
directory. Option 0 will return to the MTPE MIS Main Menu and disconnect Drive
S:. Option R will return to the MTPE LAN Applications Menu for selection of
another LAN Application and will retain connectivity to Drive S:. Select Option S if
you wish to retain connectivity to Drive S:, return to your PC Applications Menu,
and execute your spreadsheet application.

```
              LOTUS 1-2-3 SPREADSHEET DIRECTORY  (Drive S:)
┌──────────────────────────────────────────────────────────────────────┐
│                                                                        │
│   DDIR> Sorted Directory          0>  Return to MTPE MIS Main Menu     │
│   MENU> Refresh this Menu                and Disconnect Drive S:       │
│                                   R>  Return to LAN Apps Menu          │
│                                                                        │
│            S>  Return to MTPE PC Applications Menu to                   │
│                run Lotus.  Spreadsheets will be on                      │
│                on Drive S:                                              │
│                                                                        │
└──────────────────────────────────────────────────────────────────────┘
MTPE MIS Help Desk  286-2490                        EER Systems Corporation
```

OPTION?

FIGURE 3-13: LOTUS 1-2-3 SPREADSHEET DIRECTORY MENU

For further information on using the Lotus 1-2-3 Spreadsheet Directory, contact the MTPE MIS Help Desk at (301) 286-2490.

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3.2.8 1-2-3 SPREADSHEETS INSTRUMENTS (RESTRICTED OPTION)

Option 8 on the MTPE LAN Applications Menu provides access to the Lotus 1-2-3 Instrument Spreadsheets available as Drive T: on the Local Area Network. This is a restricted option and requires permission from the respective Project Office for access. FIGURE 3-14 displays the Lotus 1-2-3 Spreadsheet Directory menu on Drive T. Option DDIR will display a sorted directory of the 1-2-3 files located in the Drive S: directory. Option 0 will return to the MTPE MIS Main Menu and disconnect Drive T:. Option R will return to the MTPE LAN Applications Menu for selection of another LAN Application and will retain connectivity to Drive T:. Select Option S if you wish to retain connectivity to Drive T:, return to your PC Applications Menu, and execute your spreadsheet application.
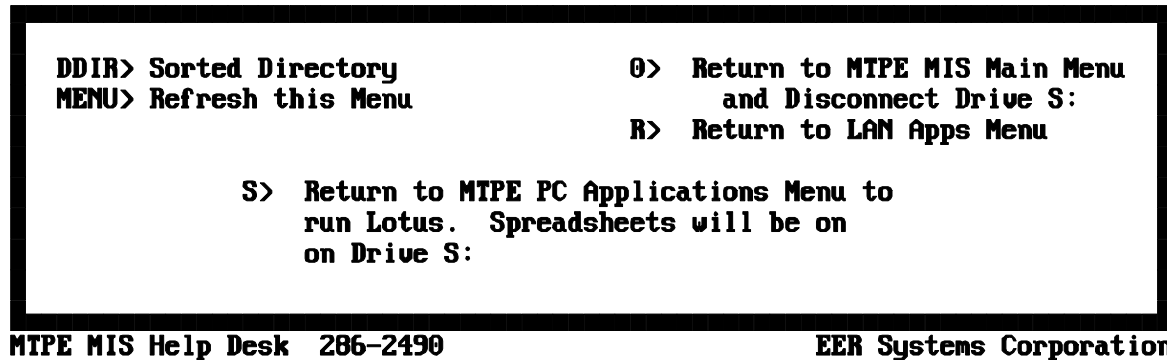
LOTUS 1-2-3 SPREADSHEET DIRECTORY (Drive T:)

```
DDIR> Sorted Directory            0>  Return to MTPE MIS Main Menu
MENU> Refresh this Menu                 and Disconnect Drive T:
                                  R>  Return to LAN Apps Menu

            S>  Return to MTPE PC Applications Menu to
                run Lotus.  Spreadsheets will be on
                on Drive T:
```

MTPE MIS Help Desk 286-2490   EER Systems Corporation

OPTION?

FIGURE 3-14

LOTUS 1-2-3 SPREADSHEET DIRECTORY MENU (INSTRUMENTS)

For further information on using the Lotus 1-2-3 Spreadsheet Directory, contact the MTPE MIS Help Desk at (301) 286-2490.

3.3 cc:MAIL (E-MAIL)

cc:Mail provides Intra-Center and Inter-Center communications with connectivity to GSFCMail, 3COM 3Plus Mail, and Internet Mail Systems. cc:Mail currently operates on DOS, Microsoft Windows, and Macintosh workstations. To apply for a User ID in the cc:Mail System, contact the cc:Mail Admin, Jeff Sealover, at (301) 286-9252.

For additional documentation and information on using the cc:Mail system, contact the MTPE MIS Help Desk at (301)286-7823.

3.3.1 ACCESSING cc:MAIL FROM DOS WORKSTATIONS

Option 3 on the MTPE MIS Main Menu provides access to the cc: MAIL package developed by the Lotus Corporation. When executing the cc:Mail option from the MTPE MIS Main Menu, the user is requested to select the DOS version or Windows version of cc:Mail as displayed in
Figure 3-15. Pressing the <Enter> key will return the user to the MTPE MIS Main Menu.

```
.
.
.
.   Welcome to the CC:MAIL Electronic Mail System!
.
.   CC:MAIL is available in a DOS Version or a WINDOWS Version.
.   At the following prompt, please select which version of CC:MAIL
.   you would like to use. . . . .
.
.
.   Press D for DOS, W for WINDOWS, or ENTER to Exit (D/W)?     <:55>
```

FIGURE 3-15: cc:MAIL WELCOME SCREEN FROM THE MTPE MIS MAINMENU

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3.3.2 ACCESSING cc:MAIL FROM MICROSOFT WINDOWS

To access cc:MAIL from Microsoft Windows, the cc:MAIL Client software for Windows must be installed first. For installation contact the MTPE MIS Help Desk at (301) 286-2490. When the cc:Mail for Windows software is installed, a cc:Mail ICON will be available on the Windows desk top. Click on the cc:Mail ICON to begin your cc:Mail session. After entering your ID and Password, the cc:Mail Main Menu will appear.

When entering cc:Mail for Windows from the MTPE MIS Main Menu, Option 3, the cc:Mail for Windows and the Microsoft Windows software will be executed. After entering your USER ID and Password, the cc:Mail for Windows Main Menu will appear.

To exit cc:Mail for Windows, choose File then Exit from the top menu bar within cc:Mail,then choose File then Exit from the Microsoft Windows Program Manager.

For additional documentation or information on using cc:Mail, contact the MTPE MIS Help Desk at (301) 286-2490.

3.3.3 ACCESSING cc:MAIL FROM MACINTOSH WORKSTATIONS

To access cc:MAIL from a Macintosh workstation, the cc:MAIL Client software for the Macintosh must be installed first. For installation contact the MTPE MIS Help Desk at (301) 286-2490. When the cc:Mail MAC Client software is installed, a cc:Mail ICON will be available on the Macintosh desk top. Click on the cc:Mail ICON to begin your cc:Mail session. After entering your ID and Password, the cc:Mail Main Menu will appear.

For additional documentation or information on using cc:Mail, contact the MTPE MIS Help Desk at (301) 286-2490.

3 4 GSFCMAIL (E -MAIL)

Option 4 on the MTPE Main Menu selects the electronic mail system, GSFCMAIL. Access to GSFCMAIL is available to authorized GSFC employees and contractors. To obtain a user account, contact the GSFCMAIL Customer Service Group, Code 543 on (301) 286-6865 or (301) 286-6795.

For additional information on required hardware and software for access to the GSFCMAIL System, contact the MTPE MIS Help Desk at (301) 286.2490. On-site and Off-site logon procedures can be found in Appendix A and Appendix B.

3.5 PUBLIC FOLDER MENU

Option 5 from the MTPE MIS Main Menu will display the MTPE MIS Public Folders Menu. These Public Folders are provided as a central resource for sharing text, graphic, and spreadsheet files. FIGURE 3-16 displays the MTPE MIS Public Folders Menu.

The MTPE and 400 Directorate Public Folders can be access from Macintosh workstations running the System 7 operating system. To access the Public Folders from a Macintosh, your

EtherTalk connection must be active in the Control Panel under the NETWORK icon. After you have verified your EtherTalk connection is active, click on the APPLE ICON in the top left corner of the screen and then select CHOOSER from the pull-down list of options. Click on the AppleShare icon, then select "!Goddard Backbone" from the AppleTalk Zones list.. Select the MTPE1 server from the file server list on the right hand side of the screen. After selecting the MTPE1 server, you will be prompted to enter your LAN Manager USER ID and Password. A list of available folders will then appear. Click on the PUBLIC folder to access the Public Folders directory on the MTPE1 server.. To close the Public Folder, pick the Public Folder icon from your desktop and place it in the Trash can at the bottom right corner of the screen.

For additional information or help on using the Public Folders, contact the MTPE MIS Help Desk at (301) 286-2490.

```
N:\MENU\EOSPUB                                              Tue 02-15-1994


              MTPE MIS
                  P U B L I C   F O L D E R S
    ┌──────────────────────────────────────────────────────────────┐
    │                                                                │
    │                                                                │
    │                                                                │
    │          1>   Public Folder for MTPE                           │
    │                                                                │
    │          2>   Public Folder for 400 Directorate                │
    │                                                                │
    │                                                                │
    │                                                                │
    │      0>   Return to MTPE MIS MAIN MENU           Menu Level 2  │
    └──────────────────────────────────────────────────────────────┘
    MTPE MIS Help Desk   286-2490              EER Systems Corporation


       OPTION?
```

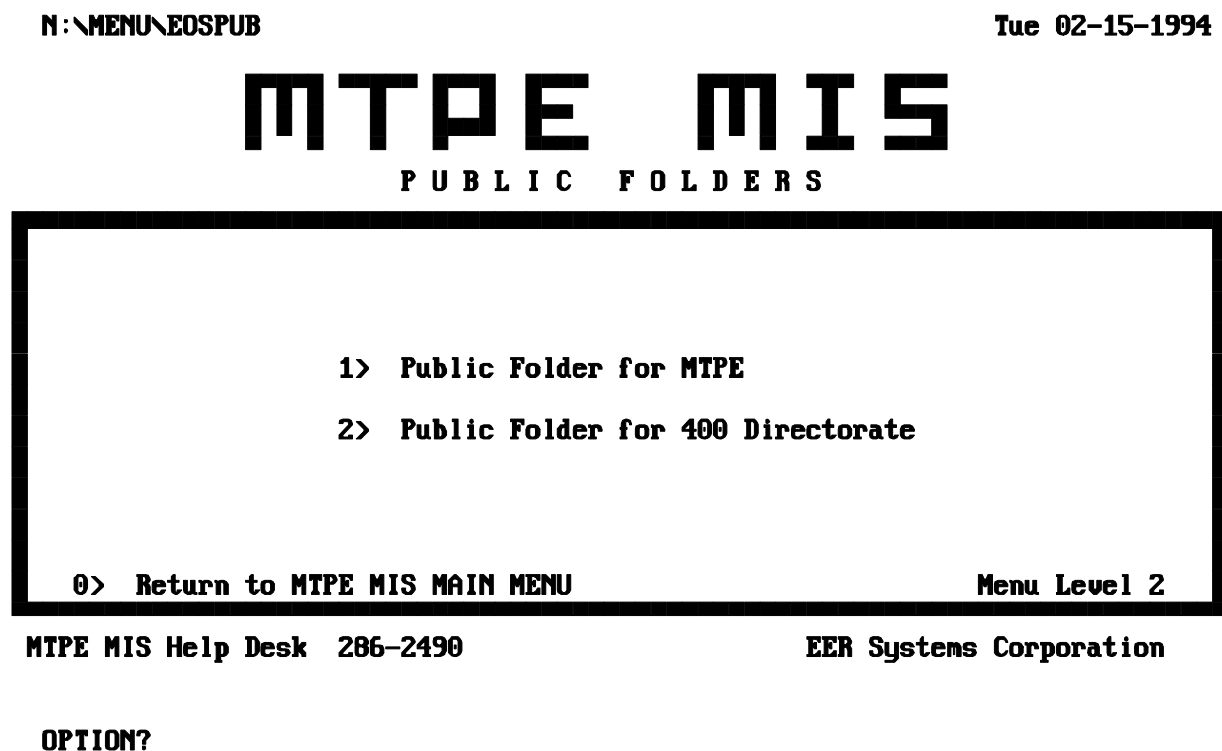FIGURE 3-16: MTPE MIS PUBLIC FOLDERS MENU

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3.5.1 PUBLIC FOLDER FOR MTPE

Option 1 on the Public Folders Menu will display the MTPE Public Folder Menu on Drive P: as shown in FIGURE 3-17. When coping files to and from the MTPE Public Folder, use Drive P: as the source or destination drive as follows:

   Option? COPY P:\MY_FILE.EXE C:\MY_FILE.EXE   (Drive P: is the source)

Option? COPY C:\MY_FILE.EXE P:\MY_FILE.EXE   (Drive P: is the destination)

. The <DDIR> option on the MTPE Public Folder Menu will display a sorted directory of the content of Drive P: Users are welcome to make sub-directories in the Public Folder for organizing their files.

* * * * * * * * * * **ATTENTION** * * * * * * * * *

USERS ARE REQUESTED NOT TO USE THE PUBLIC FOLDER FOR ADDITIONAL HARD DISK SPACE OR TO BACKUP THEIR DATA FILES. STORAGE SPACE ON THE NETWORK FILE SERVER IS LIMITED AND CANNOT BE CONSIDERED AS A RESOURCE FOR STORING OR BACKING UP USER FILES. ANYONE USING THE PUBLIC FOLDER FOR ADDITIONAL STORAGE SPACE WILL BE REQUESTED TO REMOVE THEIR FILES.

```
P:\                                               Tue 02-15-1994

                 PUBLIC FOLDER for MTPE  (Drive P:)
┌─────────────────────────────────────────────────────────────┐
│                                                               │
│   DDIR> Sorted Directory          0>   Return to EOSMIS Main Menu   │
│   MENU> Refresh this Menu         R>   Return to Public Folders Menu │
│                                                               │
└─────────────────────────────────────────────────────────────┘
EOS MIS Help Desk  286-2490                   EER Systems Corporation
```

OPTION?

FIGURE 3-17: MTPE PUBLIC FOLDER MENU

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3.5.2 PUBLIC FOLDER FOR 400 DIRECTORATE

Option 2 on the Public Folders Menu will display the 400 Directorate Public Folder Menu on Drive P: as shown in FIGURE 3-18. When coping files to and from the 400 Directorate Public Folder, use Drive P: as the source or destination drive as follows:

Option? COPY P:\MY_FILE.EXE C:\MY_FILE.EXE   (Drive P: is the source)
Option? COPY C:\MY_FILE.EXE P:\MY_FILE.EXE   (Drive P: is the
destination)

The <DDIR> option on the 400 Directorate Public Folder Menu will display a sorted
directory of the content of Drive P: Users are welcome to make sub-directories in the Public
Folder for organizing their files.

* * * * * * * * * * ATTENTION * * * * * * * * *

**USERS ARE REQUESTED NOT TO USE THE PUBLIC FOLDER FOR
ADDITIONAL HARD DISK SPACE OR TO BACKUP THEIR DATA FILES.
STORAGE SPACE ON THE NETWORK FILE SERVER IS LIMITED AND CANNOT
BE CONSIDERED AS A RESOURCE FOR STORING OR BACKING UP USER
FILES. ANYONE USING THE PUBLIC FOLDER FOR ADDITIONAL STORAGE
SPACE WILL BE REQUESTED TO REMOVE THEIR FILES.**

```
 P:\                                                   Tue 02-15-1994


          PUBLIC FOLDER for 400 Directorate (Drive P:)

┌──────────────────────────────────────────────────────────────┐
│                                                                │
│   DDIR> Sorted Directory          0>  Return to MTPE MIS Main Menu   │
│   MENU> Refresh this Menu         R>  Return to Public Folders Menu  │
│                                                                │
└──────────────────────────────────────────────────────────────┘

MTPE MIS Help Desk   286-2490                  EER Systems Corporation
```

```
OPTION?
```

FIGURE 3-18: 400 DIRECTORATE PUBLIC FOLDER MENU

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3.6 DOS HELP

Option 6 on the MTPE Main Menu executes the DOS Help program which provides on-line
help information about the function and use of DOS 6.2 commands. The menu for this
program is displayed in FIGURE 3-19.. After the requested information has been displayed,

press enter to return to the DOS Help Utility Menu or press Esc to exit to the MTPE Main Menu.

```
 File  Search                                               Help
╔══════════════════ MS-DOS Help: Command Reference ══════════════════╗
║                                                                    ↑
║ Use the scroll bars to see more commands. Or, press the PAGE DOWN key. For
║ more information about using MS-DOS Help, choose How to Use MS-DOS Help
║ from the Help menu, or press F1. To exit MS-DOS Help, press ALT, F, X.
║
║ <What's New in MS-DOS 6.2?>
║
║ <ANSI.SYS>              <Erase>               <Nlsfunc>
║ <Append>               <Exit>                <Numlock>
║ <Attrib>               <Expand>              <Path>
║ <Batch commands>       <Fasthelp>            <Pause>
║ <Break>                <Fastopen>            <Power>
║ <Buffers>              <Fc>                  <POWER.EXE>
║ <Call>                 <Fcbs>                <Print>
║ <Cd>                   <Fdisk>               <Prompt>
║ <Chcp>                 <Files>               <Qbasic>
║ <Chdir>                <Find>                <RAMDRIVE.SYS>
║ <Chkdsk>               <For>                 <Rd>
║ <CHKSTATE.SYS>         <Format>              <Rem>
║ <Choice>               <Goto>                <Ren>
║ <Cls>                  <Graphics>            <Rename>
║ <Command>              <Help>                <Replace>          ↓
 <Alt+C=Contents> <Alt+N=Next> <Alt+B=Back>          N 00006:002
```
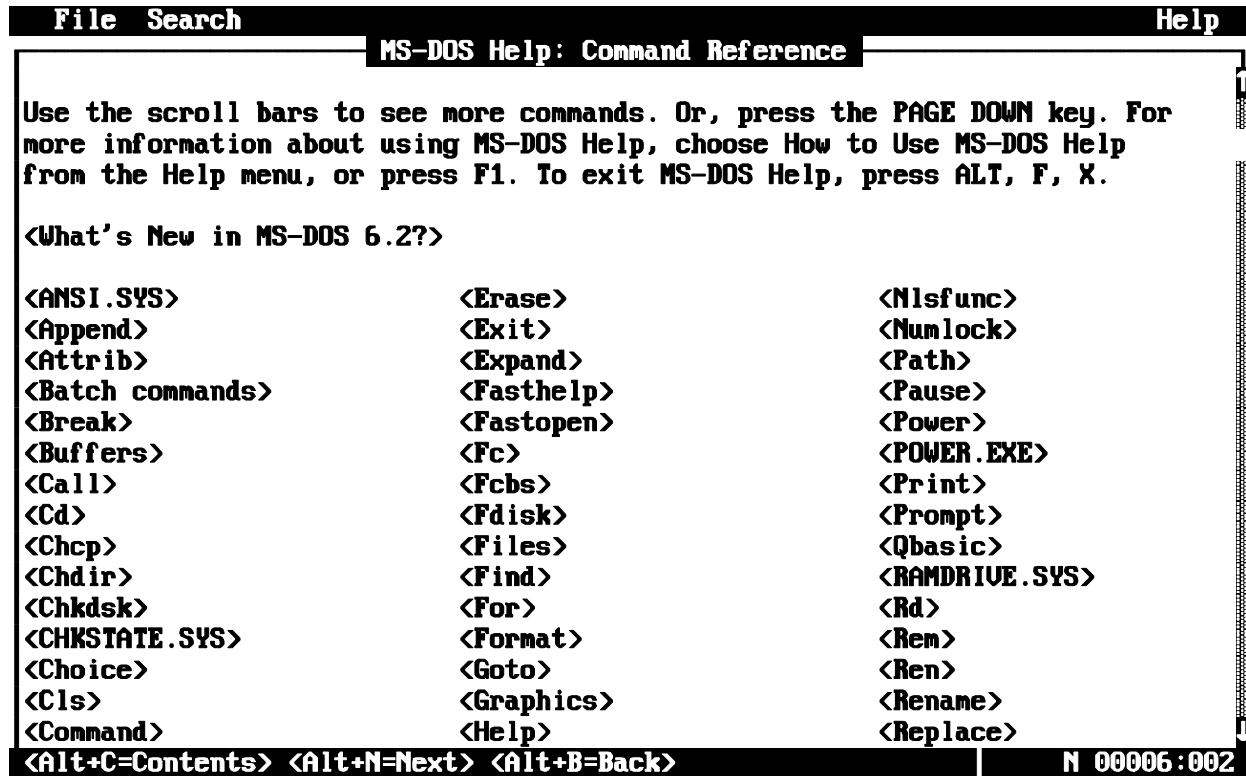
FIGURE 3-19: DOS HELP SCREEN

For complete instructions for these DOS functions, please refer to the DOS Reference Manual for the appropriate DOS version installed on your workstation or contact the MTPE MIS Help Desk at (301)286-7823.

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3.7 PC UTILITIES

Option 7 on the MTPE MIS Main Menu will display the PC Magazine Utilities menu options as shown in FIGURE 3-20. Some instructions are available from this menu. To exit PC Magazine Utilities, press ESC.

For additional information or Help using the PC Magazine Utilities, contact the MTPE MIS Help Desk at (301) 286-2490.

```
╔══════════════════════════════════════════════════════════════════════════╗
║ PC Magazine eos utilities   (C) Ziff Communications Co. ■ Michael J. Mefford ║
╟──────────────────────────────────────────────────────────────────────────╢
║  F1 Help       Use: ↑ ↓ PgUp PgDn Home End to browse highlighted window.   ║
║  Use: ↔ or tab to change active window; Press Enter to run; Esc to Exit.   ║
║  F2 Information on getting the latest PC Magazine utilities from PC MagNet. ║
╟──────────────────────────────────────────────────────────────────────────╢
║                                                                            ║
║  BAC        │ BAC (Backup Directory)              John Dickinson          ║
║  BROWSE      │ Command                                 No. 2               ║
║  DDIR        │ ─────────────────────────────────────────────────          ║
║  DIRCOMP     │                                                             ║
║  DISKPREP    │ Purpose:  Backs up all (or selected) files in a            ║
║  DISKSCAN    │           directory to hard or floppy disks, permitting     ║
║  FREE        │           disk changes when target disks become full.       ║
║  MOVE        │                                                             ║
║  PR          │ Format:   BAC [d:][path]filename[.ext] [d:][path]          ║
║  RED         │                                                             ║
║  RENDIR      │ Remarks:  Unlike the DOS COPY command, BAC.COM permits      ║
║  REPEATS     │           you to change (formatted) target disks when       ║
║  SCANDIR     │           backing up files to disk.  Furthermore, it        ║
║  SEARCH      │           only backs up files whose date stamp is later     ║
║  UNDEL       │           than those of identically named files on the      ║
║  VISITYPE    │           target disk.  Unlike BACKUP, BAC does not         ║
║   more ↓     │                          more ↓                             ║
╚══════════════════════════════════════════════════════════════════════════╝
```

FIGURE 3-20: PC UTILITIES MENU

3.8 PRINTER OPTIONS MENU

Option 8 on the MTPE MIS Main Menu displays a submenu for selecting printer options. The choices include both local and remote (network shared) printer options as shown in FIGURE 3-21.

```
N:\MENU\EOSPRT                                                   Tue 02-15-1994
                        M T P E    P R I N T E R    O P T I O N S
┌──────────────────────────────────────────────────────────────────────────┐
│                                                                            │
│      BUILDING 16 PRINTERS                    BUILDING 16W PRINTERS          │
│                                                                            │
│          1> HP SI, Room 120 (PS/PCL)         A> HP III, Room N115          │
│          2> Future Use                       B> HP III, Room N8            │
│          3> Future Use                       C> HP III, Room N91           │
│          4> Future Use                       D> HP SI, Hall N120  (PS-ONLY)│
│          5> Future Use                       E> HP SI, Room N70   (PS/PCL) │
│          6> Future Use                       F> HP SI, Room N8    (PS/PCL) │
│          7> Future Use                       G> HP IV, Room N250X          │
│          8> Future Use                       H> HP IV, Room N130           │
│                                                                            │
│      Return to LOCAL PRINTER                 BUILDING 16W PLOTTERS (ROOM N115)│
│                                                                            │
│          9>  Dot Matrix                      P1>  Calcomp 52236            │
│         10>  Laser                           P2>  HP DraftMaster 7596      │
│                                              P3>  HP 7550 Desk Top         │
│                                                                            │
│ 0> MTPE MIS MAIN MENU   PRINTER> Displays current Printer     Menu Level 2 │
└──────────────────────────────────────────────────────────────────────────┘
OPTION?
```

FIGURE 3-21: PRINTER OPTIONS MENU

After making your selection, a help screen , displayed in FIGURE 3-22, will appear which displays the printer you are connected on port LPT1: and any network connections you currently have. If you are connected to your local printer, no assignment for LPT1: will appear in the help screen as displayed in FIGURE 3-23. If at any time you are not sure which printer you are connected to, type PRINTER and press Enter at the OPTION? prompt from anywhere in the MTPE MIS Menu System. The help screen in FIGURE 3-23 will re-appear and then you will be returned to the MTPE MIS Menu System.

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3.8 PRINTER OPTIONS MENU (CONT'D)

```
Status          Local name          Remote name
_____
OK              D:                  \\MTPE1\PAULA
OK              G:                  \\EOS2\SRP
OK              L:                  \\MTPE1\CCMAIL
OK              M:                  \\MTPE1\PUBLIC
OK              N:                  \\EOS2\LAN1                          ┌─────────────────────┐
OK              LPT1                \\MTPE1\16WN70    ◄──────────        │ Screen displays the │
The command completed successfully.                                     │ network printer in  │
.                                                                       │ Bldg.16W, Rm. N70 is│
.                                                                       │ connected           │
.       You are now connected to the network printer located           └─────────────────────┘
.       in Building 16W, Room│      │   To default back to your
.       local printer, select└─option┘9 or 10 from the Printer
.       Options Menu.  To view which printer you are connected to,
.       type PRINTER at the Option? prompt.
.
.       For further assistance, contact the EOSMIS Help Desk on X2490.
.
.
Press any key to continue . . .
```

FIGURE 3-22: HELP SCREEN WITH NETWORK PRINTER ATTACHED

```
Status          Local name          Remote name
_____
OK              D:                  \\MTPE1\PAULA      ◄
OK              G:                  \\EOS2\SRP                           ┌─────────────────────────┐
OK              L:                  \\MTPE1\CCMAIL       >              │ Screen displays no network│
OK              M:                  \\MTPE1\PUBLIC                       │ printer is connected on LPT1.│
OK              N:                  \\EOS2\LAN1        ◄                 └─────────────────────────┘
The command completed successfully.
.
.
.       The above information displays your current network
.       connections.   If no entry is displayed for device LPT1,
.       you are connected to your local printer.
.
.       For further assistance, please contact the EOSMIS Help Desk
.       on X2490.
.
.
Press any key to continue . . .
```

FIGURE 3-23: HELP SCREEN WITH NO NETWORK PRINTER ATTACHED

For additional help or information about using MTPE network or local printers, contact the MTPE MIS Help Desk at (301) 286-2490.

4.0 MTPE MIS OFFICE SUPPORT

4.1 INTRODUCTION

The MTPE MIS Office acts as the focal point for the Project's role in Project-wide Information Resources Management (IRM), microcomputer-based or related Office Automation (OA), and Network Services. The service to all these functions is provided through the MTPE MIS Help Desk. Major responsibilities of the Help Desk include user support and training, LAN and workstation operations support and maintenance, and key data services such as LAN and PC data base maintenance, data transfer, data recovery, and data conversion.

4.2 MTPE MIS HELP DESK

This centrally located MTPE Project support facility provides the following services:

o Hardware support for users who need it by providing the use of microcomputers, intelligent terminals, advanced graphics terminals, high speed printers, plotters, and so on.

o Software support is provided with advanced software packages such as application development systems, non-procedural languages, data base management systems, and a variety of application software packages.

o People support is provided by a staff of user consultants, systems analysts and programmers who are trained to educate and help users take advantage of the hardware and software resources of the Project.

4.2.1 HELP DESK

The Help Desk concept is to provide an easily accessible, user oriented facility with a technical staff skilled in assisting end-users on all supported hardware and software requirements. The center will be a professionally staffed facility located in building 16 room N115 and N70 and provide assistance to users from 7:00 AM to 5:00 PM Monday through Friday.   Support required beyond normal working hours is provided on an as needed basis. The Help Desk thus provides a single point of contact to the MTPE Project User Community for any computing problems, questions, or support requests.

4.2.2 PROBLEM DIAGNOSIS

The Help Desk staff provides assistance to users with computer related problems. The staff consists of professionals who know the hardware and software used by MTPE. These professionals Project a friendly, helpful level of assistance at all times.

4.2.2 PROBLEM DIAGNOSIS (CONT'D)

This function is the fundamental purpose of the Help Desk, which is end-user assistance. The service is designed so that an end-user may call or walk into the Help Desk facility, ask a question or explain a problem. Requests for problem diagnosis in hardware, software, and telecommunications problems are solved in a professional, expeditious manner. The user request may also include assistance in programming, system design and the actual maintenance of software located in the MTPE facilities. Technical Assistance will also be provided in the establishment of communications between micros, micros to mainframes, micros to minis, and other data communications links.

4.2.3 CONTACTING THE HELP DESK

Since requests for assistance can come from any number of end-users in a variety of ways, the following procedures are followed by the Help Desk staff:

4.2.3.1 PHONE CALLS

This is the primary responsibility of the Help Desk within the MTPE Project. Phone calls will be responded to as quickly as possible. The individual responding will strive to be cheerful and express a sincere willingness to help.

The help requests are submitted to the Help Desk hot-line number where they are received by the Help Desk staff. The staff member begins the process by filling out the necessary data for the Problem Reporting System (PRS) record. The MTPE Problem Reporting System will be utilized to track user help requests and include ongoing status and the time required to complete the request. The user will then be asked to describe as accurately as possible the symptoms of the problem being experienced. If the Help Desk staff member is able to respond immediately to the problem, a brief description of the resolution will be noted at the bottom of the Call Report Form. If the Help Desk staff member cannot respond immediately, the end-user's name and phone number will be filled in on the report form and the user will be contacted with the requested information within a 2 to 4 hour timeframe, provided the call is not received at the close of the business day.

Help requests that cannot be answered immediately are referred or redirected to the appropriate functional information systems personnel for prompt resolution and follow up. That person is then responsible for determining the solution to the particular problem and responding to the MTPE user to provide the required assistance. The Help Desk staff member will call the end-user and explain the

analysis to be performed and will remain in touch with the end-user until the problem re solved.

4.2.3.1 PHONE CALLS (CONT'D)

The Help Desk staff is obligated to keep all end-users abreast of any actions on their problems.   Should the problem be so severe that it must be relayed to a vendor, this information will be relayed to the end-user as well.

4.2.3.2 WALK-INS

End-users may bring their problems and work to the Help Desk staff member for analysis. Walk-in assistance can be problematic: on request it may be preempted by other telephone requests for assistance or delayed if the staff member is currently working on solving a particularly difficult problem.

If a conflict should occur in the handling of end-user requests the Help Desk supervisor will determine how to resolve the conflict. The supervisor will rank problem requests in order of urgency, allocate them among staff members and possibly defer some of them to an appropriate systems analyst:/programmer if necessary.

4.2.3.3 USER VISITS

If the solution to a problem cannot be accomplished over the telephone, the staff member may arrange to visit the user's work area. These visits initially will be scheduled according to the availability of Help Desk staff.

4.2.4 PROBLEM REPORTING SYSTEM

Completed requests are submitted to the Help Desk for further documentation and data entry to the PRS to close out that particular action item request. A regular daily review is made of all help requests received that day to determine if any help request is still unanswered. The status of any unanswered help request is determined and the user who requested the help is notified. The unanswered request is again referred to the supervisor for priority action until the user's request for help has been satisfied.

The PRS will be used to generate monthly statistics in order to determine the number of hardware, software, and user related problems that were resolved for that period. These statistics will be used to develop user bulletins of how to avoid those problems, user tips for applications, and for developing additional training procedures to be implemented in existing training classes to make users aware of potential problems together with their solution. A catalog of problems and their

related solutions is maintained for use by the Help Desk staff so that identical or similar requests for help can be of the nature of an immediate response.

4.2.5 MICROCOMPUTER MANAGEMENT SYSTEM

The Help Desk technical staff includes a microcomputer support group (MSG) that provides end user support for the configurations of hardware and software as defined by MTPE Project MIS office. In order for the microcomputer program to provide MTPE with the greatest return on their microcomputer investment, support resources include personnel with the utmost in microcomputer technical expertise. This resource provides technical and administrative support to MTPE microcomputer users.

A function of this resource is to provide technical guidance to the MTPE User Community toward continually improving end-user productivity and cost effectiveness. This resource has an extensive background in microcomputer hardware and software maintenance and installation.

This support will include, but not be limited to:

o Providing technical support to the Help Desk supervisor for the purpose of defining strategies, directions, policies, and procedures to be used by the Help Desk.

o Configuration, assembly, installation, and testing of all microcomputer systems and software.

o Installation and maintenance of an inventory system for all microcomputer hardware and software.

o Optimization of cost-effectiveness and end user productivity through analysis of user requirements and identification of alternative system configurations.

o Providing technical support in the development of microcomputer program standards and administrative support for microcomputer acquisitions.

o Development and maintenance of technical procedural memorandum, briefs and manuals focusing on preventive maintenance, resource optimization, data integrity, backup, and security.

o Analysis, distillation, and Project-wide distribution of information relevant to the microcomputer program

4.2.5 MICROCOMPUTER MANAGEMENT SYSTEM (CONT'D)

Hardware and software requirements will include:

o Access to all MTPE approved standard hardware and software.

o Procurement of appropriate microcomputer models as required to run each MTPE standard operating system. These systems should: Have the capability to test all standard hardware and software, and have most MTPE approved internal options installed. Be loaded with all standard operating, application , and utility software Be located in the Help Desk facility.

o Standard communication links will be required to test systems of all mainframe, minicomputer, asynchronous, and PC networks.

o A portable/laptop computer that can be carried to end-user locations for testing and debugging purposes, and for loading application software.

o An inventory of primary hardware components for performing quick turnaround maintenance (i.e., disk drives, printers, cables, option boards, monitors, etc).

The MSG will assist MTPE personnel in the acquisition of hardware and software on the basis of demonstrated performance and acceptability.

4.2.6 TRAINING (USER COMMUNITY)

The Help Desk may provide training for MTPE hardware, software and data base systems. Training classes may be provided within the Project and may be organized on an individual or group basis dependent upon the needs of the individual and the scale of training being provided. A professional staff of competent and experienced instructors is available to provide this service to the User Community. Individual training is available in the user's office to provide a more relaxed and familiar environment. Special training in a particular application can also be scheduled. Any user requesting training for software products not supported by MTPE are referred to a local vendor for training services.

4.2.7 DOCUMENTATION LIBRARY

The Help Desk staff prepares and ensure that proper documentation regarding all MTPE computing resources is provided to appropriate users. This is the first step in ensuring that all computing resources can be effectively used as designed. Proven documentation procedures used are implemented so that user manuals and system documentation guides are easily understandable and readily accessible. All documentation concerning computing resources will have simple, easy to use, thorough explanation so that users

4.2.7 DOCUMENTATION LIBRARY (CONT'D)

can perform data storage, access and maintenance reliably and accurately. A copy of all documentation is maintained in the MTPE library for use by all personnel. Copies will initially be distributed to all users, as required. Updates to documentation will be issued by the Help Desk staff.

4.2.8 NETWORKING SERVICES

MTPE Project use of computers is heavily dependent on data communication systems for remote access batch processing, most real-time processing, and many personal computing, and office communication systems. The Help Desk staff supports the various networking services provided by MTPE. Technical support is available to the MTPE community of users.

4.2.8.1 CONFIGURATION ASSISTANCE

The Help Desk staff supports the end-users requiring networking services with a pool of technical expertise to tap before making major commitments to network development or purchase. The staff provides the expertise to develop and utilize configuration standards for the user workstations, as well as for:

o Installation of networks and peripherals

o Installation of communications software and hardware

o Development of workstation menus.

These configuration standards include clear, concise steps and drawings that explain how the system and its components are to be installed.

4.2.8.2 NETWORK SYSTEMS DESIGN

The Help Desk staff assists in the determination of software and hardware configuration solutions for specific network applications. The staff performs the needed research and analysis after determining the requirements of the system. The

research and analysis for configuration results in full or partial completion of the life cycle development of a network system, as required.

4.2.8.2 NETWORK SYSTEMS DESIGN (CONT'D)

After assurance that the requirements are complete and that the system configuration meets those requirements, assistance will be completed as follows:

o System network design

o System procurement assistance including recommendations and justification of the hardware and software configuration

o System installation and documentation

o System consultation

o System network training

The Help Desk staff includes a telecommunications network support group that provides end-user support for the network configurations of hardware and software as defined by MTPE. Users may request support from the Help Desk personnel.

4.2.9 APPLICATION DEVELOPMENT

A software application development group provides a staff of professional analysts and programmers to support end-users in the development of computer applications. They will develop and maintain an automated library of standard program modules, macros, data models, process models, a data dictionary, and other standard structures and procedures. This service controls and facilitates the automatic generation of correct and consistent programs.

APPENDIX A

LOGON/LOGOFF PROCEDURES FOR THE GSFCMAIL SYSTEM
THROUGH THE MTPE MIS MAIN MENU

OPTION 4 - GSFCMAIL (E-Mail) - MTPE MIS Main Menu

LOGON PROCEDURE

1. Select Option 4 and press <Enter>.

DO NOT PRESS ANY KEYS UNTIL YOU ARE PROMPTED FOR YOUR
GSFCMAIL USERNAME!

2. Enter your GSFCMAIL USERNAME and press <Enter>.

EXAMPLE: User Name? JDOE<Enter>

3. At the PASSWORD? prompt, enter your GSFCMAIL PASSWORD and press
<Enter>.

NOTE: If the GSFCMAIL logon script aborts abnormally, press <Esc> to activate the
Cross Talk Command? line. Enter QU and press <Enter> to return to the MTPE MIS
Main Menu. Try again and if the logon script continues to abort, contact the
technical assistance center (extension 62490)

LOGOFF PROCEDURE

1. Type BYE at the GSFCMAIL Command? prompt.

2. Press <Esc> to activate the Cross Talk Command? line.

3. At the Command? prompt, type QU and press <Enter>.
You will be returned to the MTPE MIS Main Menu.

APPENDIX B

LOGON/LOGOFF PROCEDURES FOR GSFCMAIL
(OFF-SITE - LOCAL CALL)

LOGON PROCEDURE

1. Select communications software from your PC (e.g., XTALK)

2. Dial 286-9000 from your modem

3. At the prompt: NUMBER, type MAIL<Enter>

4. At the prompt: CALL COMPLETE, press <Enter> 2 times.

5. At the prompt: GSFC PAD:, type GO <Enter>.

6. At the prompt: USERNAME?, type your (USERID)<Enter>.

7. At the prompt: PASSWORD?, type your (PASSWORD)<Enter>.

NOTE: CROSS TALK COMMUNICATION PARAMETERS

Baud Rate: 300 to 2400, depending on you modem Data Bits: 8
   Stop Bits:
   Parity: None
   Duplex: Full
   Emulate: None
   Atten: Esc
   Switch:

LOGOFF PROCEDURE

1. Type BYE<Enter> at the GSFCMAIL Command? prompt.

2. Select the Quit option for you communication software.

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